

**Department of Information Services  
Customer Advisory Board  
November 23, 1998  
Meeting Minutes**

**Members present:**

**Thomas Bynum, Chair, Employment Security Department  
Doug Tanabe, Vice Chair, Department of Personnel  
Phil Grigg, Department of General Administration  
Dan Parsons, Washington State Patrol  
Fran Muskopf, Department of Health  
Bob Monn, Department of Ecology  
Susie Smith, State Auditor's Office  
Tom Parma, Department of Financial Institutions  
Marla Kentfield, Office of the State Treasurer  
Dan Fannin, Center for Information Services  
Shelagh Taylor, Labor and Industries  
Don Price, Department of Corrections  
Niela Goyette, Department of Revenue  
Kathy Bradley, Department of Social and Health Services  
Dennis Jones, Office of Financial Management  
Craig Wilson, Liquor Control Board  
Chris Johnson, Department of Social and Health Services  
Jim Albert, Attorney General's Office**

**DIS Staff present:**

**Paul Taylor, Acting Deputy Director  
John Anderson, Assistant Director, DIS  
Mike McVicker, Assistant Director, DIS  
John Saunders, Year 2000  
Mary Lou Griffith, MOSTD  
Dennis Hausman, MOSTD  
Stan Ditterline, MOSTD  
Lourdes Collins, MOSTD  
Darrel Riffe, MOSTD  
Joe McGavick, R&G/MOSTD  
Gene Martel, WIT  
Eric Campbell, Communications**

**Call to order:** Thomas Bynum, DIS Customer Advisory Board Chair, called the meeting to order at 1:30 p.m.

***Year 2000 Project Update – John Saunders***

John reviewed the Year 2000 Risk Assessment report #12 with the CAB. He stated that agencies were continuing to lower their risk factors on projects related to the year 2000. John stated that at the November 24, 1998 Information Services Board Meeting the Attorney General's office would be presenting a clarifying statement for approval in relation to the certification of Year 2000 compliant systems.

***Access Washington Demonstration – Gene Martel***

Gene Martel from WIT provided a demonstration for the CAB on Access Washington. He stated that the design for Access Washington was based on the needs and wants of the public and private sector. He gave special thanks to the five agencies that put applications on the website – those agencies were the Department of Ecology, Employment Security Department, Department of Labor & Industries, Department of Licensing and the Department of Revenue. Access Washington continues to be a work-in-progress and any suggestions or questions should be directed to Gene.

***Gartner Group Report – Paul Taylor, DIS***

Paul stated that the Gartner Group current contract expires on December 31, 1998. At the last CAB meeting feedback was requested to assist in deciding if the contract should be extended. 38 responses were received from 19 agencies. Negotiations are currently taking place between DIS and Gartner. More information will be available at the next CAB meeting.

***Portfolio Management Update – Darrel Riffe, DIS***

Darrel stated that portfolio management training had been provided to the next group of pilot agencies and more training would be scheduled for the month of January for the next group. DIS continues to review the feedback from the CAB and incorporate it into the portfolio model. The current draft and policy and guidelines should be distributed to the CAB in mid-December or early January. The structure and content document is currently available on the DIS website for review and comment.

***Capability Maturity Model (CMM) Overview – Don Price, DOC***

Don Price introduced James Garner and Kathy Edwards, who provided an overview of the CMM model.

***REMEDY (Problem Tracking System) – Kathy Bradley, DSHS***

Kathy Bradley presented the REMEDY system. This is call tracking system that is currently being used at DSHS. The benefits that DSHS has found within the system is that it is a centralized repository for information, you can view the "tracking" of information on-line, and it provides reports customer satisfaction reports.

***Sub-Committee Reports –***

***Architecture Sub-committee - Phil Grigg***

No report.

***County/Local Government Sub-committee - Dan Parsons/Mike Almvig***

No report.

***Human Resources Sub-committee - Doug Tanabe***

No report.

***Finance Sub-committee - Judy Schneider***

No report.

Next Meeting is scheduled for January 25, 1998 from 1:30 – 3:30 p.m. in the DIS Boardroom. The December meeting is canceled.

Meeting adjourned.